



Service Coordinator II

The HUD Service Coordinator is a full-time professional, direct service position responsible for working with clients who are homeless or at risk of becoming homeless to develop appropriate case plans and goals for obtaining stable income and housing. This position also provides on-going assessment and support to clients and helps clients utilize community resources to meet their individual needs. This position performs duties in accordance with Welcome House Core Values, including: Ethical, Collaborative, Client-Centered, Accountable, Professional, and Passionate.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Case Management

- Maintain caseload of up to 35-55 clients.
- Regularly meets with clients, at a minimum on a monthly basis, in the office or off-site to review client budget and bill payment.
- Regularly meets with clients to discuss and review issues that impact client income and housing, review client case plans for stability and self-determination.
- Conducts a home visit at least bi-monthly with each client and in the month prior to HUD recertification to ensure compliance with HUD requirements.
- Coordinates clients' access to government services and other non-profit services.
- Advocates for clients when necessary, and empowers clients to advocate for themselves, when appropriate.
- Maintains accurate and up-to-date documentation of client case plans, case notes, change of status documents and other reporting and tracking forms.
- Providing essential services necessary to reach out to unsheltered homeless people: connecting them with emergency shelter, housing or critical services.
- Provides transportation for clients/client families, as needed.

2. Internal/External Collaboration

- Works as a part of a service coordination team with Welcome house Employment and Benefits Services, Education and Life Skills, and Housing Services to provide a continuum of quality services to clients.
- Provides respectful and collaborative support to service team members and shares responsibility with all team members for client outcomes.
- Represents the agency, Service Coordination team and/or Director of Service Coordination Services at outside agency meetings on an as needed basis.
- Maintains positive public relations and serves as a liaison with other related community services.
- Provide outreach services to the homeless population in the community, on the streets, in homeless camps and in the Northern Kentucky rural counties as deemed necessary by the Director of Operations and/or Service Coordination Supervisor.

- Responsible for providing documentation of homelessness in collaboration with the Service Coordination team.

3. Administration

- Maintains up to date client list.
- Keeps accurate data on all clients and assists the Director of Service Coordination Services with data gathering and reporting, as needed.
- Provides information to the Director of Service Coordination Services for quarterly and annual reporting purposes.
- Provides analysis of data and outcomes to the Director of Case Management Services, when requested.

4. Other duties as specified by the Director of Service Coordination Services.

QUALIFICATIONS:

Education:

- Minimum Associate Degree to Bachelor's Degree or equivalent

Experience:

- A minimum of 1-3 years experience in the social service field

Skills/Specialized Knowledge/Abilities

- Knowledge of problem solving techniques and have a high capacity to think critically
- Be efficient and thorough in documentation skills
- Advanced ability to communicate both verbally and in writing
- Advanced ability in conflict management
- Ability to work independently as well as part of a team
- Ability to develop community resources and networking ability
- Ability to collaborate both internally and externally

Key Performance Indicators:

- Understands agency vision/mission and how to achieve agency goals
- Understands culture of poverty and works effectively with clients
- Be proficient in client engagement
- Increased knowledge of and involvement in community resources/partnerships
- Increased knowledge of Mental Health/Substance Abuse resources
- Provides training & mentoring of case managers
- Advanced knowledge of job readiness
- Advanced knowledge of assessment
- Participating in leadership responsibilities within case management team
- Involvement in and understanding of quarterly and annual reports
- Meets departmental compliance requirements with very limited supervision

WORKING CONDITIONS:

Working Hours/Environment

- Work typically performed in an indoor, 3-floor office building with stairs only.

Tools and Equipment Used

- Personal computer, copier, fax/scanner, phone, and other typical office equipment.

Travel

- Minimal-less than 25% of the time.

Physical and Mental Demands

- Frequently required to sit at a desk/workstation for long period of time
- Ability to work at a computer terminal for extended periods of time
- Digital dexterity and hand/eye coordination in operation of office equipment
- Ability to speak to and hear employees/clients via phone or in person
- Body motor skills sufficient to enable incumbent to move between 3 floors
- Additional Mental Requirements: compare, decide, direct, problem solve, analyze, instruct, interpret
- Minimum lifting up to and above 50 pounds

Welcome House is an equal opportunity employer. Employment selection and related decisions are made without regard to gender, race, age, disability, religion, national origin, color, gender identity, sexual orientation, veteran status or any other protected class.